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ABSTRACT

This document contains the occupational duty/task lists for five occupations in the banking and financial services series. Each occupation is divided into seven or eight duties. A separate page for each duty in the occupation lists the tasks in that duty along with its code number and columns to indicate whether that particular duty has been taught and to provide space for comments. The occupations are teller operator, safe deposit representative, customer service/account representative, proof operator, and new accounts representative. A progress chart is provided for tracking individualized instruction. The occupational duty/task lists are the result of an extensive two-step development process in which information on current occupational requirements was gathered from such sources as consortia, trade associations, and current curriculum materials and was then synthesized by industry representatives, vocational instructors, and state-level representatives. (YLB)

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TELLER OPERATOR
SAFE DEPOSIT REPRESENTATIVE
CUSTOMER SERVICE ACCOUNT REPRESENTATIVE
PROOF OPERATOR
NEW ACCOUNTS REPRESENTATIVE

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OKLAHOMA OCCUPATIONAL TESTING CENTER

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OKLAHOMA OCCUPATIONAL TESTING CENTER

INTRODUCTION:

Today's vocational instructors and administrators are faced with a myriad of important questions. They are searching for methods of providing accountability for students' acquisition of knowledge and skills as related to a constantly changing job market.

The Oklahoma Occupational Testing Center is in the business of eliminating some of the guesswork in answering today's tough questions. The professional staff, using a thorough and valid methodology, has developed duty/task lists for over 150 occupations in vocational education. Additional occupational duty/task lists will be made available as development is completed. These duty/task lists will help answer the following questions:

- Are students being prepared for today's jobs?
- What should today's vocational instructors be teaching?
- Is the curriculum addressing industry needs and is it up-to-date?
- How can vocational programs be improved?
- What in-service programs are needed for instructors?

BACKGROUND:

The occupational duty/task lists are the result of an extensive development process. Information regarding the occupational skills needed for employment is gathered from a number of sources such as consortia, trade associations,

and current curriculum materials. This information is then synthesized by: 1) industry representatives, 2) vocational instructors, and 3) state level vocational representatives. The end result is a listing of occupations and the specific duties and tasks within each occupation. After dissemination for field review a committee of industry and vocational representatives revise the duty/task list to its final form.

USES:

The Oklahoma Occupational Testing Center's Duty/Task Lists are designed to be of value to a vocational program in several ways:

- Improving program planning
- Documenting industrial standards
- Evaluating curriculum and instruction
- Tracking individualized instruction*
- Using as a discussion tool with advisory committees
- Developing up-to-date job descriptions
- Performing self-evaluations
- Performing administrative program evaluations

INFORMATION:

To find out more about the Oklahoma Occupational Testing Center, call toll free:

1-800-654-4502.

Ask for our free catalog, listing over 150 occupations for which duty/task lists are available. CIMC curriculum materials related to these lists may also be available.

*A Progress Chart is provided for tracking individualized instruction.

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Oklahoma Occupational Testing Center

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Program

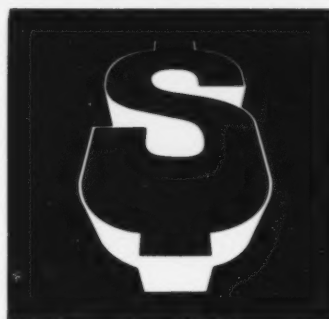
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Accuracy Code

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DUTY/TASK LISTS

**BANKING AND FINANCIAL
SERVICES SERIES**



OCCUPATIONS:

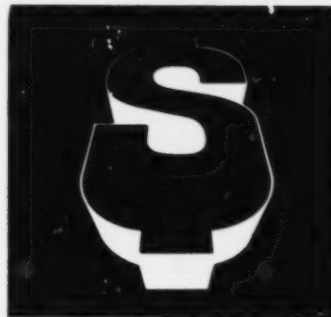
1. **TELLER OPERATOR**
2. **SAFE DEPOSIT REPRESENTATIVE**
3. **CUSTOMER SERVICE/ACCOUNT REPRESENTATIVE**
4. **PROOF OPERATOR**
5. **NEW ACCOUNTS REPRESENTATIVE**



OKLAHOMA OCCUPATIONAL TESTING CENTER

DUTY/TASK LIST

BANKING AND FINANCIAL SERVICES SERIES



OCCUPATION 1: TELLER OPERATOR

- DUTIES:**
- A. Perform the Responsibilities of Personal Money Management**
 - B. Understand the Structure of Our Financial Institutions**
 - C. Understand the Wise Use of Credit**
 - D. Introduce Negotiable Instruments**
 - E. Practice Good Communication Skills**
 - F. Practice Good Security Measures**
 - G. Perform Ten-Key by Touch and Keyboarding Skills**
 - H. Perform the Functions of a Teller**



OKLAHOMA OCCUPATIONAL TESTING CENTER

OCCUPATION: TELLER OPERATOR

DUTY: Perform the Responsibilities of Personal Money Management

CODE	TASK	TAUGHT	COMMENTS
A.01	Select an institution to fit your financial needs		
A.02	Select an account to fit your needs		
A.03	Identify deductions on a payroll check		
A.04	Complete a deposit slip		
A.05	Write a check		
A.06	Compute and balance a check register		
A.07	Reconcile a bank statement		

OCCUPATION: TELLER OPERATOR

DUTY: Understand the Structure of Our Financial Institutions

CODE	TASK	TAUGHT	COMMENTS
B.01	Identify careers/professions in financial settings		
B.02	Identify legislative accounts affecting financial institutions		
B.03	Identify the structure of the Federal Reserve Bank		

OCCUPATION: TELLER OPERATOR

DUTY: Understand the Wise Use of Credit

CODE	TASK	TAUGHT	COMMENTS
C.01	List methods to establish credit		
C.02	Check credit report		
C.03	Identify types of loans		
C.04	Apply for a loan		
C.05	Identify collateral requirements		
C.06	Identify methods of making loan payments		
C.07	Identify insurance requirements for various loans		
C.08	Complete an application for a credit card		
C.09	Identify the costs of having a credit card		
C.10	Know the responsibilities of maintaining good credit status		

OCCUPATION: TELLER OPERATOR

DUTY: Introduce Negotiable Instruments

CODE	TASK	TAUGHT	COMMENTS
D.01	Identify parts of a check		
D.02	Identify reasons to use a check		
D.03	Identify characteristics of a valid check		
D.04	Inspect a check		
D.05	Identify types of endorsements		
D.06	Define functions of endorsements		
D.07	Identify types of check collection		
D.08	Define clear, on-us, transit checks		
D.09	Identify other various negotiable instruments		
D.10	Identify American Banking Association (ABA) ID number		

OCCUPATION: TELLER OPERATOR

DUTY: Practice Good Communication Skills

CODE	TASK	TAUGHT	COMMENTS
E.01	Process written numerical information quickly, efficiently, and legibly		
E.02	Perform front-line communication for all financial personnel		
E.03	Identify receptionist responsibilities		
E.04	Practice/identify good telephone communication		
E.05	Practice good written communication		

OCCUPATION: TELLER OPERATOR

DUTY: Practice Good Security Measures

CODE	TASK	TAUGHT	COMMENTS
F.01	Identify precautions for entering and leaving the financial institution		
F.02	Identify the types of security systems		
F.03	Identify types of embezzlement		
F.04	Identify currency characteristics		
F.05	Identify rotation of security duties		

OCCUPATION: TELLER OPERATOR

DUTY: Perform Ten-Key by Touch and Keyboarding Skills

CODE	TASK	TAUGHT	COMMENTS
G.01	Perform basic addition skills		
G.02	Perform basic subtraction skills		
G.03	Perform basic multiplication skills		
G.04	Perform basic division skills		
G.05	Operate by touch both alpha and numeric keys		
G.06	Develop speed and accuracy		

OCCUPATION: TELLER OPERATOR

DUTY: Perform the Functions of a Teller

CODE	TASK	TAUGHT	COMMENTS
H.01	Identify genuine and counterfeit currency		
H.02	Recognize portraits/faces on different denominations		
H.03	Demonstrate proper procedures for handling cash		
H.04	Count coin and currency properly		
H.05	Prepare currency and coins to be wrapped		
H.06	Break packages of currency and coins for till		
H.07	Accept wrapped and unwrapped coins for deposit		
H.08	Handle mutilated currency		
H.09	Understand and handle bait money		
H.10	Understand the procedures for handling money during robbery		
H.11	Understand the procedures to follow in case of kidnapping and extortion		
H.12	Detect bad checks		
H.13	Identify proper procedures for audits		
H.14	Identify security measures and alarm systems		
H.15	Process transactions on a teller terminal		
H.16	Perform opening and closing procedures on a teller terminal		
H.17	Complete a teller balance blotter		

DUTY/TASK LIST

BANKING AND FINANCIAL SERVICES SERIES



OCCUPATION 2: SAFE DEPOSIT REPRESENTATIVE

- DUTIES:**
- A. Perform the Responsibilities of Personal Money Management**
 - B. Understand the Structure of Our Financial Institutions**
 - C. Understand the Wise Use of Credit**
 - D. Introduce Negotiable Instruments**
 - E. Practice Good Communication Skills**
 - F. Practice Good Security Measures**
 - I. Perform the Functions and Responsibilities of a Safe Deposit Representative**



OKLAHOMA OCCUPATIONAL TESTING CENTER

OCCUPATION: SAFE DEPOSIT REPRESENTATIVE

DUTY: Perform the Responsibilities of Personal Money Management

CODE	TASK	TAUGHT	COMMENTS
A.01	Select an institution to fit your financial needs		
A.02	Select an account to fit your needs		
A.03	Identify deductions on a payroll check		
A.04	Complete a deposit slip		
A.05	Write a check		
A.06	Compute and balance a check register		
A.07	Reconcile a bank statement		

OCCUPATION: SAFE DEPOSIT REPRESENTATIVE

DUTY: Understand the Structure of Our Financial Institutions

CODE	TASK	TAUGHT	COMMENTS
B.01	Identify careers/professions in financial settings		
B.02	Identify legislative accounts affecting financial institutions		
B.03	Identify the structure of the Federal Reserve Bank		

OCCUPATION: SAFE DEPOSIT REPRESENTATIVE

DUTY: Understand the Wise Use of Credit

CODE	TASK	TAUGHT	COMMENTS
C.01	List methods to establish credit		
C.02	Check credit report		
C.03	Identify types of loans		
C.04	Apply for a loan		
C.05	Identify collateral requirements		
C.06	Identify methods of making loan payments		
C.07	Identify insurance requirements for various loans		
C.08	Complete an application for a credit card		
C.09	Identify the costs of having a credit card		
C.10	Know the responsibilities of maintaining good credit status		

OCCUPATION: SAFE DEPOSIT REPRESENTATIVE

DUTY: Introduce Negotiable Instruments

CODE	TASK	TAUGHT	COMMENTS
D.01	Identify parts of a check		
D.02	Identify reasons to use a check		
D.03	Identify characteristics of a valid check		
D.04	Inspect a check		
D.05	Identify types of endorsements		
D.06	Define functions of endorsements		
D.07	Identify types of check collection		
D.08	Define clear, on-us, transit checks		
D.09	Identify other various negotiable instruments		
D.10	Identify American Banking Association (ABA) ID number		

OCCUPATION: SAFE DEPOSIT REPRESENTATIVE

DUTY: Practice Good Communication Skills

CODE	TASK	TAUGHT	COMMENTS
E.01	Process written numerical information quickly, efficiently, and legibly		
E.02	Perform front-line communication for all financial personnel		
E.03	Identify receptionist responsibilities		
E.04	Practice/identify good telephone communication		
E.05	Practice good written communication		

DUTY: Practice Good Security Measures

CODE	TASK	TAUGHT	COMMENTS
F.01	Identify precautions for entering and leaving the financial institution		
F.02	Identify the types of security systems		
F.03	Identify types of embezzlement		
F.04	Identify currency characteristics		
F.05	Identify rotation of security duties		

OCCUPATION: SAFE DEPOSIT REPRESENTATIVE

DUTY: Perform the Functions and Responsibilities of a Safe Deposit Representative

CODE	TASK	TAUGHT	COMMENTS
I.01	Identify features and benefits of having a safe deposit box		
I.02	Identify the legal relationship of financial institutions and safe deposit		
I.03	Identify the proper procedures of a safe deposit representative		
I.04	Explain the process of renting a safe deposit box		
I.05	Explain the process of having access to a safe deposit box		
I.06	Maintain the management of locks and keys to safe deposit boxes		
I.07	Identify types of safe deposit records		

DUTY/TASK LIST

BANKING AND FINANCIAL SERVICES SERIES



OCCUPATION 3: CUSTOMER SERVICE/ACCOUNT REPRESENTATIVE

- DUTIES:**
- A. Perform the Responsibilities of Personal Money Management
 - B. Understand the Structure of Our Financial Institutions
 - C. Understand the Wise Use of Credit
 - D. Introduce Negotiable Instruments
 - E. Practice Good Communication Skills
 - F. Practice Good Security Measures
 - J. Perform the Duties and Responsibilities of a Customer Service/Accounting Representative



OKLAHOMA OCCUPATIONAL TESTING CENTER

OCCUPATION: CUSTOMER SERVICE/ACCOUNT REPRESENTATIVE

DUTY: Perform the Responsibilities of Personal Money Management

CODE	TASK	TAUGHT	COMMENTS
A.01	Select an institution to fit your financial needs		
A.02	Select an account to fit your needs		
A.03	Identify deductions on a payroll check		
A.04	Complete a deposit slip		
A.05	Write a check		
A.06	Compute and balance a check register		
A.07	Reconcile a bank statement		

OCCUPATION: CUSTOMER SERVICE/ACCOUNT REPRESENTATIVE

DUTY: Understand the Structure of Our Financial Institutions

CODE	TASK	TAUGHT	COMMENTS
B.01	Identify careers/professions in financial settings		
B.02	Identify legislative accounts affecting financial institutions		
B.03	Identify the structure of the Federal Reserve Bank		

OCCUPATION: CUSTOMER SERVICE/ACCOUNT REPRESENTATIVE

DUTY: Understand the Wise Use of Credit

CODE	TASK	TAUGHT	COMMENTS
C.01	List methods to establish credit		
C.02	Check credit report		
C.03	Identify types of loans		
C.04	Apply for a loan		
C.05	Identify collateral requirements		
C.06	Identify methods of making loan payments		
C.07	Identify insurance requirements for various loans		
C.08	Complete an application for a credit card		
C.09	Identify the costs of having a credit card		
C.10	Know the responsibilities of maintaining good credit status		

OCCUPATION: CUSTOMER SERVICE/ACCOUNT REPRESENTATIVE

DUTY: Introduce Negotiable Instruments

CODE	TASK	TAUGHT	COMMENTS
D.01	Identify parts of a check		
D.02	Identify reasons to use a check		
D.03	Identify characteristics of a valid check		
D.04	Inspect a check		
D.05	Identify types of endorsements		
D.06	Define functions of endorsements		
D.07	Identify types of check collection		
D.08	Define clear, on-us, transit checks		
D.09	Identify other various negotiable instruments		
D.10	Identify American Banking Association (ABA) ID number		

OCCUPATION: CUSTOMER SERVICE/ACCOUNT REPRESENTATIVE

DUTY: Practice Good Communication Skills

CODE	TASK	TAUGHT	COMMENTS
E.01	Process written numerical information quickly, efficiently, and legibly		
E.02	Perform front-line communication for all financial personnel		
E.03	Identify receptionist responsibilities		
E.04	Practice/identify good telephone communication		
E.05	Practice good written communication		

OCCUPATION: CUSTOMER SERVICE/ACCOUNT REPRESENTATIVE

DUTY: Practice Good Security Measures

CODE	TASK	TAUGHT	COMMENTS
F.01	Identify precautions for entering and leaving the financial institution		
F.02	Identify the types of security systems		
F.03	Identify types of embezzlement		
F.04	Identify currency characteristics		
F.05	Identify rotation of security duties		

OCCUPATION: CUSTOMER SERVICE/ACCOUNT REPRESENTATIVE

DUTY: Perform the Duties and Responsibilities of a Customer Service/
Accounting Representative

CODE	TASK	TAUGHT	COMMENTS
J.01	Reconcile a customer's bank statement		
J.02	Locate various information about customer's accounts on microfiche		
J.03	Locate lost or missing items on microfilm		
J.04	Make address change or other information change on records by hand and/or machine		
J.05	Add or delete signatures on accounts		
J.06	Issue a stop payment or a hold on a check		
J.07	Close an account properly		

DUTY/TASK LIST

BANKING AND FINANCIAL SERVICES SERIES



OCCUPATION 4: PROOF OPERATOR

- DUTIES:**
- A. Perform the Responsibilities of Personal Money Management**
 - B. Understand the Structure of Our Financial Institutions**
 - C. Understand the Wise Use of Credit**
 - D. Introduce Negotiable Instruments**
 - E. Practice Good Communication Skills**
 - F. Practice Good Security Measures**
 - K. Perform the Duties and Responsibilities of a Proof Operator**



OKLAHOMA OCCUPATIONAL TESTING CENTER

OCCUPATION: **PROOF OPERATOR**

DUTY: **Perform the Responsibilities of Personal Money Management**

CODE	TASK	TAUGHT	COMMENTS
A.01	Select an institution to fit your financial needs		
A.02	Select an account to fit your needs		
A.03	Identify deductions on a payroll check		
A.04	Complete a deposit slip		
A.05	Write a check		
A.06	Compute and balance a check register		
A.07	Reconcile a bank statement		

OCCUPATION: PROOF OPERATOR

DUTY: Understand the Structure of Our Financial Institutions

CODE	TASK	TAUGHT	COMMENTS
B.01	Identify careers/professions in financial settings		
B.02	Identify legislative accounts affecting financial institutions		
B.03	Identify the structure of the Federal Reserve Bank		

OCCUPATION: PROOF OPERATOR

DUTY: Understand the Wise Use of Credit

CODE	TASK	TAUGHT	COMMENTS
C.01	List methods to establish credit		
C.02	Check credit report		
C.03	Identify types of loans		
C.04	Apply for a loan		
C.05	Identify collateral requirements		
C.06	Identify methods of making loan payments		
C.07	Identify insurance requirements for various loans		
C.08	Complete an application for a credit card		
C.09	Identify the costs of having a credit card		
C.10	Know the responsibilities of maintaining good credit status		

OCCUPATION: PROOF OPERATOR

DUTY: Introduce Negotiable Instruments

CODE	TASK	TAUGHT	COMMENTS
D.01	Identify parts of a check		
D.02	Identify reasons to use a check		
D.03	Identify characteristics of a valid check		
D.04	Inspect a check		
D.05	Identify types of endorsements		
D.06	Define functions of endorsements		
D.07	Identify types of check collection		
D.08	Define clear, on-us, transit checks		
D.09	Identify other various negotiable instruments		
D.10	Identify American Banking Association (ABA) ID number		

DUTY: Practice Good Communication Skills

CODE	TASK	TAUGHT	COMMENTS
E.01	Process written numerical information quickly, efficiently, and legibly		
E.02	Perform front-line communication for all financial personnel		
E.03	Identify receptionist responsibilities		
E.04	Practice/identify good telephone communication		
E.05	Practice good written communication		

OCCUPATION: PROOF OPERATOR

DUTY: Practice Good Security Measures

CODE	TASK	TAUGHT	COMMENTS
F.01	Identify precautions for entering and leaving the financial institution		
F.02	Identify the types of security systems		
F.03	Identify types of embezzlement		
F.04	Identify currency characteristics		
F.05	Identify rotation of security duties		

OCCUPATION: **PROOF OPERATOR**

DUTY: Perform the Duties and Responsibilities of a Proof Operator

CODE	TASK	TAUGHT	COMMENTS
K.01	List major functions of a proof system		
K.02	Identify symbols of a master journal tape		
K.03	Label parts of an NCR proof machine		
K.04	Identify MICR imprinting		
K.05	Make necessary changes on endorser unit		
K.06	Perform a system start-up and close-out		
K.07	Enter debits and credits into the machine		
K.08	Enter basic transactions into the machine		
K.09	Identify parts of a pocket lister tape		
K.10	Correct operator-induced errors		
K.11	Correct customer-induced errors and teller-induced errors		
K.12	Total out pockets and batch items		
K.13	Prepare proof summary sheet		
K.14	Maintain proof machine in operating condition		
K.15	Explain the purpose of the no-sort and non-encode function		
K.16	Use the add mode feature on the proof machine		

DUTY/TASK LIST

BANKING AND FINANCIAL SERVICES SERIES



OCCUPATION 5: NEW ACCOUNTS REPRESENTATIVE

- DUTIES:**
- A. Perform the Responsibilities of Personal Money Management**
 - B. Understand the Structure of Our Financial Institutions**
 - C. Understand the Wise Use of Credit**
 - D. Introduce Negotiable Instruments**
 - E. Practice Good Communication Skills**
 - F. Practice Good Security Measures**
 - G. Perform Ten-Key by Touch and Keyboarding Skills**
 - L. Perform the Duties and Responsibilities of a New Accounts Representative**



OKLAHOMA OCCUPATIONAL TESTING CENTER

OCCUPATION: NEW ACCOUNTS REPRESENTATIVE

DUTY: Perform the Responsibilities of Personal Money Management

CODE	TASK	TAUGHT	COMMENTS
A.01	Select an institution to fit your financial needs		
A.02	Select an account to fit your needs		
A.03	Identify deductions on a payroll check		
A.04	Complete a deposit slip		
A.05	Write a check		
A.06	Compute and balance a check register		
A.07	Reconcile a bank statement		

OCCUPATION: NEW ACCOUNTS REPRESENTATIVE

DUTY: Understand the Structure of Our Financial Institutions

CODE	TASK	TAUGHT	COMMENTS
B.01	Identify careers/professions in financial settings		
B.02	Identify legislative accounts affecting financial institutions		
B.03	Identify the structure of the Federal Reserve Bank		

OCCUPATION: NEW ACCOUNTS REPRESENTATIVE

DUTY: Understand the Wise Use of Credit

CODE	TASK	TAUGHT	COMMENTS
C.01	List methods to establish credit		
C.02	Check credit report		
C.03	Identify types of loans		
C.04	Apply for a loan		
C.05	Identify collateral requirements		
C.06	Identify methods of making loan payments		
C.07	Identify insurance requirements for various loans		
C.08	Complete an application for a credit card		
C.09	Identify the costs of having a credit card		
C.10	Know the responsibilities of maintaining good credit status		

OCCUPATION: NEW ACCOUNTS REPRESENTATIVE

DUTY: Introduce Negotiable Instruments

CODE	TASK	TAUGHT	COMMENTS
D.01	Identify parts of a check		
D.02	Identify reasons to use a check		
D.03	Identify characteristics of a valid check		
D.04	Inspect a check		
D.05	Identify types of endorsements		
D.06	Define functions of endorsements		
D.07	Identify types of check collection		
D.08	Define clear, on-us, transit checks		
D.09	Identify other various negotiable instruments		
D.10	Identify American Banking Association (ABA) ID number		

DUTY: Practice Good Communication Skills

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OCCUPATION: NEW ACCOUNTS REPRESENTATIVE

DUTY: Practice Good Security Measures

CODE	TASK	TAUGHT	COMMENTS
F.01	Identify precautions for entering and leaving the financial institution		
F.02	Identify the types of security systems		
F.03	Identify types of embezzlement		
F.04	Identify currency characteristics		
F.05	Identify rotation of security duties		

OCCUPATION: NEW ACCOUNTS REPRESENTATIVE

DUTY: Perform Ten-Key by Touch and Keyboarding Skills

CODE	TASK	TAUGHT	COMMENTS
G.01	Perform basic addition skills		
G.02	Perform basic subtraction skills		
G.03	Perform basic multiplication skills		
G.04	Perform basic division skills		
G.05	Operate by touch both alpha and numeric keys		
G.06	Develop speed and accuracy		

OCCUPATION: **NEW ACCOUNTS REPRESENTATIVE**

DUTY: **Perform the Duties and Responsibilities of a New Accounts Representative**

CODE	TASK	TAUGHT	COMMENTS
L.01	Greet the customer		
L.02	Determine the needs of a customer		
L.03	Identify the types of account ownership		
L.04	Determine type of account suitable to each individual customer		
L.05	Complete Central Information File Card (CIF)		
L.06	Assign new account number		
L.07	Complete a signature card		
L.08	Prepare and verify amount to be deposited in new account		
L.09	Fill out the deposit slip for new account		
L.10	Complete and validate the receipt for the customer		
L.11	Check identification of customer properly		
L.12	Explain the different types of checks and fill out check order form		
L.13	Issue temporary check packets		
L.14	Issue passbook account books		
L.15	Close the transaction properly		
L.16	Follow-up on the new account		